

ORIGINAL

**Arizona Corporation Commission
Utilities Complaint Form**

0000200583

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 1/10/2020
Opinion Number: 2020 - 161235
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/10/2020 1:31 PM

First Name: John **Last Name:** Nilson **Account Name:** John Nilson
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85023
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company**Nature Of Opinion****Docket Number:** E-01345A-19-0236**Docket Position:** Against

Arizona Corporation Commission: It's rather burdensome to know APS is requesting a rate hike. My family moved here from CT for better opportunities & a cheaper cost of living. This rate hike proposal will certainly strain a lot of citizens who reside in the Phoenix area. Incidentally, it's not like we have a choice of electric company providers. Regarding the assistance program - based on current guidelines our family is slightly over the threshold to qualify so there is no relief with that program. I'm sure there are many families facing this same dilemma(who sets the standards for this program anyway?). On a more personal note we set our thermostat on 79 degrees in the warmer months(we can't go any higher and be able to sleep comfortably) & rarely turn the heat on during colder months to keep our electric costs affordable. We installed a new A/C 2 years ago & try to adhere to energy use during off peak hours. We can't do anymore to conserve electric costs. Bottom line - my family is not in favor of another rate hike! Thank you for the opportunity to voice our concerns.

Investigation

Date:	Analyst:	Submitted By:	Type:
1/10/2020	Trish Meeter	Telephone	Investigation

Your comments regarding the utility have been received and will be filed in the docket number you indicated. If you wish to intervene in a case before the Commission, please use the following link – <http://azcc.gov/hearing/how-to-intervene-in-a-case>.

Arizona Corporation Commission

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2020 JAN 13 A 9:47

Arizona Corporation Commission Utilities Complaint Form

Investigator: Nallely Pena	Phone: <<< REDACTED >>>	Opinion Date: 1/9/2020
Opinion Number: 2020 - 161229		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/10/2020 2:25 PM	
First Name: Elizabeth	Last Name: Boepple	Account Name: Elizabeth Boepple
Address: <<< REDACTED >>>		
City: Gilbert	State: AZ	Zip Code: 85233
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	
Company: Arizona Public Service Company		Division: Electric

Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

APS just raised rates recently. Constant increases every year are unfair. Corporation Commission always grants a raise, and since they may reduce the request, APS always asks for more than they need. CC has nobody elected who is independently able to audit books and check the data presented. I do hope you hire competent independent contractors who can actually do independent rate research to verify all the data presented. From what I could understand in the gibberish they sent out by letter regarding this request, it appears that certain customers who merited higher rates will no longer have those charges, but that those charges will now be distributed to all of us. This is socialism at its finest, and I object! Seniors on fixed income should have lower rates. Our costs are rising dramatically and nobody is raising our Social Security or our pensions commensurably. All of us should have access to lower rate plans that recognize that we use less during peak times, but that rate plan is denied to me. I never understood why I'm not eligible! The market is doing great. If APS wisely invests their profits (and I know they reap GREAT profits), they could recover any increased costs with profit from their investments (any competent advisor could steer them toward excellent investments). I VEHEMENTLY OPPOSE ANY RATE HIKE AT THIS TIME.

Investigation

Date:	Analyst:	Submitted By:	Type:
1/10/2020	Nallely Pena	Email	Investigation

From: Nallely Pena

Sent: Friday, January 10, 2020 2:24 PM

To:

Subject: Arizona Corporation Commission Utility - Opinion #161229 - Elizabeth Boepple

Dear Ms. Elizabeth Boepple,

Your comments regarding Arizona Public Service Company ("APS") have been received and will be filed in the docket number you indicated. If you wish to intervene in a case before the Commission, please use the following link:
<http://azcc.gov/hearing/how-to-intervene-in-a-case>.

Thank you,

Nallely Peña
 Public Utilities Consumer Analyst
 Arizona Corporation Commission

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 1/10/2020
Opinion Number: 2020 - 161241		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/10/2020 2:30 PM	

First Name: Judith	Last Name: Herbig	Account Name: Judith Herbig
Address: <<< REDACTED >>>		
City: Scottsdale	State: AZ	Zip Code: 85254
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company

Nature Of Opinion

Docket Number: E-01345A-19-0236

Docket Position: Against

I can't believe the absolute greed and gall of APS to request ANOTHER rate hike after the disastrous fallout from the last rate hike, wherein, at the public's expense, APS made record profits which made their claims of financial frailty false! Also, the Company's totally misleading program on rate plans allowed consumers to pay more than they should have for service. The misuse of funds and the proven lies about the small amount of the rate increase in some cases prove that APS is misusing it's monopoly with the help of the ACC. PLEASE CLOSELY REVIEW THE NUMBERS APS SUPPLIES. AND IF YOU HAVE TROUBLE UNDERSTANDING ANY OF IT, PLEASE GET ASSISTANCE FROM THOSE WHO WILL UNDERSTAND. If you ultimately approve this rate increase, without careful review of APS's numbers, this will foster further proof that APS' campaign contributions to Corporation commissioners are hitting APS's wish list with positive results to APS with every vote. Shame on you for forgetting the public trust as elected officials, after the facts came out after the last rate increase. I vote every election and I will not forget each Commissioner's voting record on this case and every case. Please serve the public and NOT APS in this and every instance. Thank you, Judith Herbig

Investigation

Date:	Analyst:	Submitted By:	Type:
1/10/2020	Trish Meeter	Telephone	Investigation

Your comments regarding the utility have been received and will be filed in the docket number you indicated. If you wish to intervene in a case before the Commission, please use the following link – <http://azcc.gov/hearing/how-to-intervene-in-a-case>.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 1/10/2020
Opinion Number: 2020 - 161243		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/10/2020 2:40 PM	

First Name: Joan	Last Name: Zurek	Account Name: Joan Zurek
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85083
Home: <<< REDACTED >>>		

Company: Arizona Public Service Company

Nature Of Opinion

Docket Number: E-01345A-19-0236	Docket Position: Against
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The APS rates are very expensive and we are against any raising of rates in the future.

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/10/2020	Trish Meeter	Telephone	Investigation

call to discuss intervention was unable to be completed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 1/10/2020**Opinion Number:** 2020 - 161252**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 1/10/2020 3:04 PM

First Name: Tiffany**Last Name:** Decker**Account Name:** Tiffany Decker**Address:** <<< REDACTED >>>**City:** New River**State:** AZ**Zip Code:** 85087**Cell:** <<< REDACTED >>>

Company: Arizona Public Service Company**Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

Please hear the people....APS wanting any type of rate increase makes me cringe!! I am middle class and struggle with my APS bill, so I can't imagine paying more. APS is our only option, it's not like we can shop around for another power provider. ABSOLUTELY NO RATE INCREASE!

Investigation

Date:**Analyst:****Submitted By:****Type:**

1/10/2020

Trish Meeter

Telephone

Investigation

Advised of intervention. She may decide at a later date, or possibly make additional comment.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter**Phone:** <<< REDACTED >>>**Opinion Date:** 1/10/2020**Opinion Number:** 2020 - 161254**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 1/10/2020 4:15 PM**First Name:** Scott**Last Name:** Boncoskey**Account Name:** Scott Boncoskey**Address:** <<< REDACTED >>>**City:** Phoenix**State:** AZ**Zip Code:** 85012**Cell:** <<< REDACTED >>>**Company:** Arizona Public Service Company

Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

APS should reap what it has sown. It has repeatedly demonstrated egregious failures against the public, including causing the death of a consumer, yet now believes it should be able to increase the bill for its consumers? Authorizing such an increase is no less than an endorsement of these failures, and the Commissioners would be wise to vote against such an increase or reap what they have sown in the next election. Can we even really trust APS will use these increases for what they represent? Or, will they line their pockets and funnel the rest towards buying favorable Commissioners and fighting reforms, as they have done in the past? They have also already "unintentionally" mislead the public on optimal plans for years, then reimbursed consumers for years of excessive costs with an insulting and inadequate sum. Perhaps APS should use the money they have swindled and saved through its political purchases and work on internal reforms to achieve cost savings to pay for its projects. I can only hope our Commissioners are not simply shells for the worst utility company in the state.

Investigation

Date:**Analyst:****Submitted By:****Type:**

1/10/2020

Trish Meeter

Telephone

Investigation

Called to advise of intervention capabilities.